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DETERMINE A TARGET OCCUPANCY MATRIX INCLUDING A TARGET

OCCUPANCY FOR EACH AGENT OF THE AGENTS OF THE AUTOMATIC

CALL DISTRIBUTOR FOR EACH CALL TYPE OF THE PLURALITY OF

CALL TYPES

PROCESS A CALL OF A FIRST TYPE OF THE TYPES DETERMINED IN

THE TARGET OCCUPANCY MATRIX

ASSIGN THE CALL TO AN AGENT OF THE AGENTS OF THE AUTOMATIC
CALL DISTRIBUTOR WITH A LARGEST RELATIVE DIFFERENCE BETWEEN
AN ACTUAL OCCUPANCY OF CALLS OF THE FIRST TYPE HANDLED BY
THE AGENT AND THE TARGET OCCUPANCY OF CALLS OF THE FIRST
TYPE DETERMINED FOR THE AGENT IN THE TARGET OCCUPANCY
MATRIX.

FIG. 3



GENERATE TARGET MATRIX FROM PERMANENT, SEMI-PERMANENT AND VARIABLE DATA.

DEFINE WORK TYPES WHERE EACH WORK TYPE CHARACTERIZES AT LEAST SOME OF THE INCOMING CALL TYPES.

PROVIDE A LIST OF AGENT SKILL TYPES REQUIRED FOR EACH WORK TYPE OF THE INCOMING CALL TYPES.

PROVIDE A MINIMUM AGENT SKILL LEVEL REQUIRED BY EACH WORK TYPE OF THE INCOMING CALL TYPES.

PROVIDE A SKILL LEVEL OF EACH AGENT WITH RESPECT TO EACH SKILL TYPE REQUIRED BY EACH WORK TYPE OF THE INCOMING CALL TYPES.

PROVIDE A TARGET OCCUPANCY LEVEL FOR AT LEAST SOME AGENTS OF THE TARGET MATRIX.

ASSIGN WORK TYPE OCCUPANCIES TO EACH AGENT OF THE PLURALITY OF AGENTS
WITHIN THE TARGET MATRIX.



FIG. 4



ITERATIVLY REPAIR THE TARGET MATRIX.

SEQUENTIALLY SELECT AN AGENT AND RANDOMLY SELECT A WORK TYPE.

ASSIGN A FRACTIONAL OCCUPANCY OF THE AGENT TO THE RANDOMLY SELECTED WORK TYPE, THEREBY GENERATING A NEW TARGET MATRIX.

CALCULATE CHANGE IN AN OBJECTIVE FUNCTION OF THE NEW TARGET MATRIX.

ADOPT THE NEW TARGET MATRIX AS THE REPAIRED MATRIX WHEN THE CALCULATED CHANGE IS LESS THAN ZERO.

FIG. 5